Senior Information Systems Analyst (Supervisor)

Essential Task Rating Results

1	Identify and/or research system design problems, including its cause and effect, to ensure any problems in the Information Technology (IT) environment are effectively addressed.
2	Identify system solution requirements to aid in the design of system development.
3	Analyze systems design by employing requirement methodology techniques to effectively address the operation of the system.
4	Resolve system problems by providing technical assistance.
5	Define alternative solutions to current Information Technology (IT) environment issues to maintain, repair or enhance processes.
6	Perform cost/benefit analysis of recommended system solutions to ensure the most optimal decisions for the Information Technology (IT) environment.
7	Prioritize problem resolutions to ensure system requirements are met.
8	Obtain consensus of users and others involved in the development of Information Technology (IT) solutions.
9	Adhere to systems development standards and methodologies to ensure compliance with the Information Technology (IT) environment.
10	Evaluate available technology, including hardware and software, to ensure the organization has the necessary resources and/or equipment to function efficiently.
11	Conduct systems analysis of business processes, including evaluation of current and/or proposed information and business process flows to meet business needs.
12	Work with users to identify problems and define business requirements to implement improvements.
13	Assess-system performance and availability requirements to ensure appropriate applications are in use.
14	Document system performance and availability requirements to ensure appropriate applications are in use.
15	Conduct business requirements development sessions (e.g., Joint Application Development sessions) for systems development.
16	Document business requirements development sessions (e.g., Joint Application Development sessions) for systems development.
17	Define data flow of the Information Technology (IT) environment for systems development.
18	Define workflow of the Information Technology (IT) environment for systems development.
19	Coordinate with end-users, management, and staff on project issues and status (es).

20	Obtain approvals from end-users, management, and staff for system design and/or changes.
21	Identify process changes that result in more efficient system usage.
22	Write Feasibility Study Reports (FSR) for the Information Technology (IT) environment.
23	Implement system management processes to diagnose problems and optimize performance.
24	Provide technical and/or descriptive documentation for use in technical reports/documents (i.e., Feasibility Study Report (FSR), Request for Proposals (RFP)).
25	Provide technical and descriptive documentation for system requirement specifications.
26	Evaluate technical proposals for Information Technology (IT) solutions to make effective recommendations.
27	Prepare issue paper and/or statement of need documentation with recommendations to implement or change systems.
28	Identify the system data to store to ensure the integrity of the database.
29	Specify the processes to be performed by the application to ensure the accuracy of the data.
30	Evaluate complex systems to specify user and/or system interfaces to ensure complete system design.
31	Coordinate Information Technology (IT) projects that impact various areas of responsibility
32	Evaluate communication between hardware and software to ensure proper functioning.
33	Ensure compliance with internet/intranet standards in the development of Information Technology (IT) solutions.
34	Develop Information Technology (IT) related training materials (e.g., printed material, computer based training) to ensure users have access to relevant systems information.
35	Provide hands-on training to users on systems functionality.
36	Develop presentation materials using multimedia technology to promote changes in the system.
37	Write technical manuals for documentation of Information Technology (IT) procedures to preserve historical data
38	Provide technical support (troubleshoot) to resolve IT issues (e.g., hardware, software, network).
39	Disseminate information regarding IT related issues to the appropriate area of responsibility (e.g., network, database, web, department-wide broadcast).
40	Implement operating system upgrades to ensure the Information Technology (IT) environment is current.
41	Explain technical procedures to all levels of users.
42	Develop work plan for new and existing system changes.

43	Monitor and enforce compliance with audit, quality, and security standards to ensure system integrity.
44	Create specifications and requirements for the development of new system applications.
45	Recommend solutions to problems with software applications to ensure overall functionality in the system.
46	Evaluate security features of proposed or new products and existing systems to ensure authorized access.
47	Develop information security practices (e.g., audit trails, passwords) to ensure compliance with security policies.
48	Implement information security practices (e.g., audit trails, passwords) to ensure compliance with security policies.
49	Perform restoration tasks to achieve data recovery due to system failure.
50	Monitor data systems and databases to determine unauthorized use.
51	Design and/or develop backup and recovery procedures and integrate these with the department's disaster recovery plan.
52	Test backup and recovery procedures to ensure compliance with the department's disaster recovery plan.
53	Implement backup and recovery procedures and integrate with the department's disaster recovery plan.
54	Direct and monitor backup and recovery procedures in accordance with the department's disaster recovery plan.
55	Evaluate vendor products (e.g., software, hardware, consultants, and services) determine environment compatibility.
56	Consult with system hardware and software vendors regarding problems with their products.
57	Develop criteria for testing vendor products (e.g., software, hardware, consultants, services) to satisfy business requirements.
58	Test vendor products (e.g., software, hardware, consultants services) to validate the potential selection of technology products.
59	Recommend selection of vendor products (e.g., software, hardware, consultants, services, enhancements) based on documented compatibility testing.
60	Perform integration testing of installed products to ensure cohesion in the Information Technology (IT) environment and satisfy requirements.
61	Test product enhancements and upgrades to verify functional stability.
62	Procure product enhancements and upgrades in compliance with departmental policy.
63	Coordinate rollout and rollback of applications to ensure proper implementation.
64	Research new technology products to recommend improvements to the Information Technology (IT) environment.
65	Document test plans, testing procedures, and/or test results to demonstrate system meets standards and/or requirements.

66	Create test scenarios (e.g., methodologies, test scripts) to ensure requirements are met.
67	Make decisions under constraints and limited information (such as responding to requests for services, determining service delivery dates, or committing to project timelines).
68	Identify problems or issues that impact the progress of work projects or assignments (such as time constraints, resource limitations, scheduling conflicts).
69	Analyze and evaluate problems or issues related to the progress and completion of work projects or assignments to determine impact, assess alternatives for resolution, and/or formulate action plans.
70	Prioritize the handling of problems or issues related to the progress of work projects or assignments to determine the best course of action for mitigating the impact of issues and/or problems.
71	Identify appropriate alternatives to resolve problems or issues related to the completion of work projects (such as modifying schedules, adjusting deliverable dates, altering resources allocations) to ensure timely resolution and minimize impact.
72	Implement specific actions to resolve problems impacting the progress of work projects or assignments (such as modifying schedules, adjusting deliverable dates, altering resource allocations) in a timely matter.
73	Respond, verbally and in writing, to requests (e.g., from departmental and program personnel outside agency personnel, contractors, businesses, the public) for program information regarding a variety of program-specific procedures and criteria.
74	Monitor work of employees to ensure that it meets quality, quantity, and timeliness standards.
75	Act in a lead capacity to monitor the work of employees to ensure that it meets quality, quantity, and timeliness standards.
76	Develop procedures or methodologies outlining the steps to follow to complete projects or assignments (e.g., developing project implementation timelines, action plans, or work unit procedures).
77	Implement procedures or methodologies for the completion of projects or on-going program functions to provide for efficient work.
78	Establish controls (e.g., project plans, schedules, risk analysis) and monitoring means to ensure the timely completion of program and/or project work tasks.
79	Plan high profile and/or critical projects from inception to implementation.
80	Prioritize and schedule work to be completed by a project team (e.g., developing an action plan for a work assignment or determining the assignment and order of project steps to be completed by each team or task force member).
81	Resolve conflicting priority requests from various programs or customers to meet needs.

82	Maintain project schedules by updating and revising activity and milestone schedules, resource requirements, and other task-related information to ensure accurate, updated project information and statistics.
83	Analyze and evaluate the effectiveness of programs, policies, or procedures (e.g., assessing the effectiveness of project methodology, reviewing the results of a project completion strategy, reviewing the results of a policy implementation effort).
84	Apply departmental policies and guidelines when completing work tasks and monitoring program activities.
85	Monitor the use and application of work unit and departmental policies, procedures, and guidelines in the completion of program/project activities to ensure adherence with standards.
86	Provide input to management regarding the amount of time spent and resources required to complete projects and work assignments.
87	Apprise management of the status and progress of work unit operations, programs, and projects (e.g., the status of on-going program activities and operations, issues affecting the delivery of products and services, issues potentially impacting the completion of work assignments).
88	Design project work plans and schedules for system projects including new and existing systems to ensure efficient completion.
89	Develop project work plans and schedules for system projects including new and existing systems to ensure efficient completion.
90	Monitor work of subordinate employees to ensure that it meets quality, quantity, and timeliness standards.
91	Establish goals and/or objectives for the work unit or division.
92	Plan, supervise, direct, and oversee the work activities of subordinate employees.
93	Identify and resolve employee performance problems by planning and implementing measures to improve employee performance.
94	Administer provisions of collective bargaining agreements to ensure compliance in the course of supervising represented employees.
95	Resolve disagreements and conflicts between staff members to achieve a positive work environment.
96	Conduct team-building sessions with work unit to establish a more cohesive and productive staff.
97	Provide coaching to subordinate staff relative to the tasks of the job to improve performance and productivity.
98	Conduct training needs analysis to determine the level and type of training needed by subordinate staff.
99	Provide on-the-job training to employees relating to the tasks of the position.
100	Conduct interviews with candidates for employment, and hire new employees into the work unit or division.

101	Participate in the interview and hiring process to provide input in the selection process.
102	Assist in the development of the annual budget for the work unit or division.
103	Monitor and track a project, program or work unit to ensure appropriate spending of approved budget.
104	Prepare expense/allocation reports documenting project, program, or work unit encumbrances, expenditures, and remaining allocations.